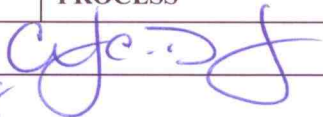


POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION	POLICY NUMBER 4.4	PAGE NUMBER 1 of 1
	RELATED ACA STANDARDS: 3-4271, 3-ALDF-3E-11	
CHAPTER: 4 - DECISION MAKING RELATING TO OFFENDERS/ DETENTIONERS	SUBJECT: OFFENDER GRIEVANCE PROCESS	
APPROVED BY THE COMMISSIONER:		
EFFECTIVE DATE:	Nov. 3, 2008	
APPROVED FOR PUBLIC RELEASE		

- I. AUTHORITY: 11 Del. C. 6535, 29 Del. C. 8903
- II. PURPOSE: To establish an offender grievance process.
- III. APPLICABILITY: All Department employees, volunteers, persons, or organizations conducting business with the Department; all offenders under the supervision of the Department.
- IV. DEFINITIONS: None
- V. POLICY: It is the policy of the Department of Correction to afford all offenders the right to file a grievance without fear of reprisal or adverse action.

Procedures should be developed by the Bureau Chiefs for Prisons, Community Corrections and Correctional Health Services to establish a grievance process for their respective offender populations. The procedures shall require reasonable time frames for the grievance to be transmitted without alteration, interference, or delay to an individual designated responsible for receiving, investigating and resolving grievances. In addition, the procedures must require a reasonable time limit, a written report of the final disposition, and an appeal mechanism that identifies the available levels of appeal.